

## **E-GOVERNANCE AND SUSTAINABILITY: CASE STUDY OF SELECTED E-GOVERNANCE INVENTIVENESS IN WEST BENGAL**

**Satarupa Das Majumder<sup>1</sup>**

<sup>1</sup>. Research Fellow, Centre for Research in Material Management, IISWBM, Kolkata,  
West Bengal.

### **ABSTRACT**

In order to align the various Government services with best practices of the developed countries, e-governance in developing countries has emerged not only as a useful tool to make government more efficient; rather its' effectiveness ranged, if not restricted from creation of a decentralized to a corruption free system. In India, through National e-Governance plan several significant initiatives have already been taken to implement different e-Governance projects across the country to give Government's internal and external communication a facelift through speed, accuracy, simplicity leading to operational, economic and environmental efficiency. Realizing the potentials of e-Governance, the Government of West Bengal has taken up several initiatives to generate multi-faceted changes in the life of both urban and rural residents. This paper attempts to evaluate selected e-Governance initiatives of West Bengal in the light of sustainability, against a theoretical background.

**KEY WORDS:** e-Governance, sustainability, ICT, G2C